



# Synergy 600

**Digital cordless telephone featuring DECT**

# User Guide









































This equipment is not designed for making emergency telephone calls when the power fails.  
Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks  
and private switchboards in the United Kingdom.

YOU MUST SUBSCRIBE TO YOUR NETWORK  
PROVIDER'S CALLED DSP PLAY SERVICE  
BEFORE YOUR SYNERGY 600 WILL  
DISPLAY THIS INFORMATION.  
A QUARTERLY FEE IS  
PAYABLE

# Quick Guide

Information for the handset settings.

Function	Key combination
Answer a call/End a call	
Make a call	 
Redial a number	 
Store a number in the memory	   enter the name  enter the telephone number 
Dial a number in the memory	   
Adjust the earpiece volume	Press the   during a call until the required level is reached.
Secrecy on/off	
Transfer call to another handset	 enter handset number 
Three way conversation	 enter handset number  
Access to Redial and Calls list	  - keep pressing to scroll.
Set handset ringer volume	  HANDSET   RING VOL    to select volume 
Set base unit ringer volume	  SETUP   BASE VOL    to select melody 

Please open this page for an 'at a glance' guide to your Synergy 600.



# At a glance

## Handset

### Volume buttons

Use to adjust the handset earpiece speech volume and handset and base ringer volume.

### Secrecy button

During a call press to mute the call so your caller cannot hear you talk to someone close by.

### Talk button

Use to make, receive and end calls.

### Keypad

### Recall button

For use with a switchboard/PBX and BT Select Services.

### Red light

To indicate that the phone is ringing or in use.

### Redial button

To redial one of the 5 last numbers called.  
Also used to enter a pause in a stored number.

### Menu button

Use to access the options in the menu.

### Calls

To view the last 20 calls/most recent calls.

### Phonebook button

Use to store 50 names and numbers and dial numbers from the phonebook.

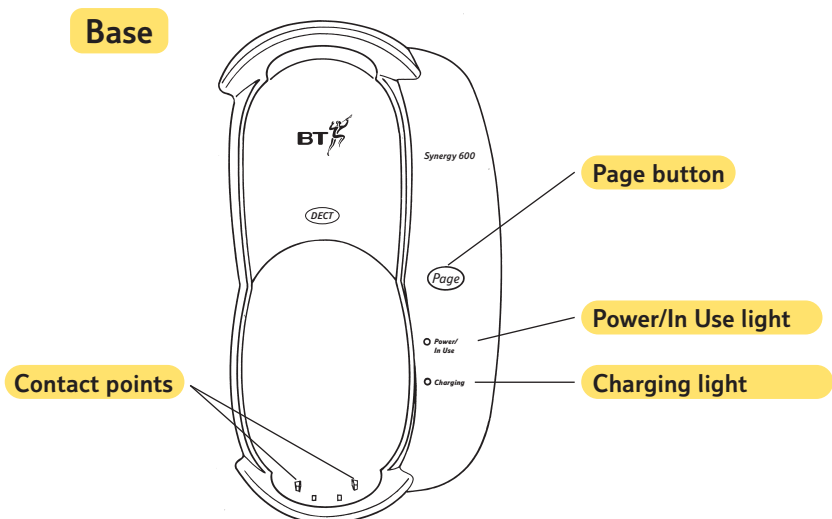
### Conference button

Allows you to hold a three-way conversation.

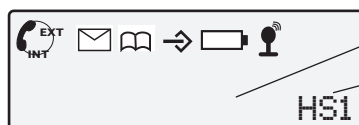
### Internal button

To make internal calls between handsets registered to the base.



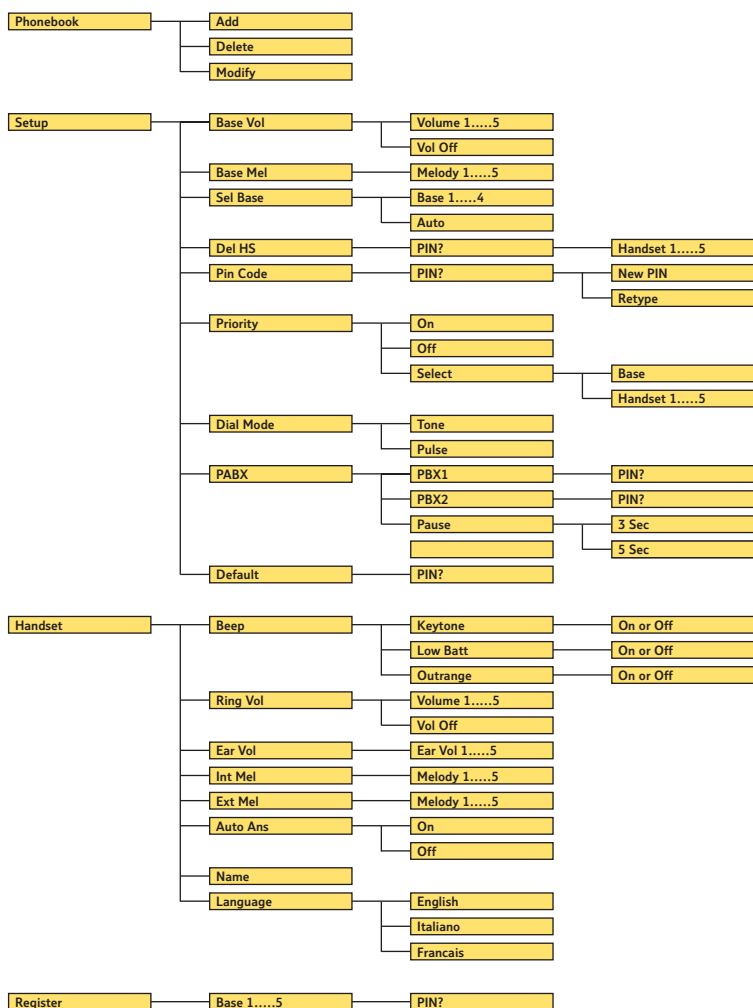


## Explanation of the display icons



Icon	Steady	Flashing
	External line in use	Incoming call
	Internal call	Internal call from another handset
	New call in Calls list	
	3 way conversation in progress	
		Battery exhausted
	Battery weak	
	Battery half-full	
	Battery full	
	Phonebook	
	Menu in use	
	Handset linked to base station	Out of range or searching for base station

## Menu Structure



**Important.** If you make a mistake you can return to the previous menu heading by pressing the **X** button. If you press and hold the **X** button at any time you will return to the idle screen. After 30 seconds if no buttons are pressed the handset will automatically return to the idle screen.

# In this guide

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# Key features



## Up to five handsets work from one base

You can make internal calls between handsets, transfer an external caller to another handset and hold three-way calls between two handsets and an external caller.



## 50 Name and number phonebook

Store up to 50 of your most important or frequently dialled numbers in the phonebook and store a name to go with the number. It is then easy to display and dial numbers from the phonebook.



## Enhanced call clarity

Digitally Enhanced Cordless Telecommunications (DECT) ensures much clearer calls than analogue cordless phones.



## Excellent handset range

Under ideal conditions you can use your Synergy 600 handset at up to 300 metres from the base station outside, or up to 50 metres inside.

## Last number redial

Display and redial the last 5 numbers called from your handset.

## Caller Display and Calls list

Lets you know who is calling you before answering the telephone, allowing you to decide whether or not to answer the call.

Also, saves the details of the last 20 callers in a Calls list.

## 5 Handset ringer melodies

There are 5 handset ringer melodies to choose from and you have the option to choose a different melody for external and internal callers.



# Introduction

Your Synergy 600 has been designed for ease of use and made to the high standards set by BT.

Please read the instructions carefully before use and retain this user guide for future reference.

## Unpacking your Synergy 600

If anything is missing, please contact your place of purchase immediately.

One Synergy 600 base station

One Synergy 600 handset  
(Nicad battery pack fitted)

One power supply for base station

One telephone line cord

## For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your Base station PIN here:

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See page 19 for more information.

## Safety information

### General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the mains power supply is 872260.

Do not open the handset or base station. This could expose you to high voltages or other risks. Contact the Synergy Helpline **0845 769 7146** for all repairs.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.

Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

Never dispose of the battery pack in a fire. There is a serious risk of explosion and / or the release of highly toxic chemicals.

### Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

### Environmental

Do not expose to direct sunlight.

The product may heat up when the battery pack is being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces. Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms. Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

# Setting up

Follow these steps to set up your Synergy 600 ready for use

## Plan the location

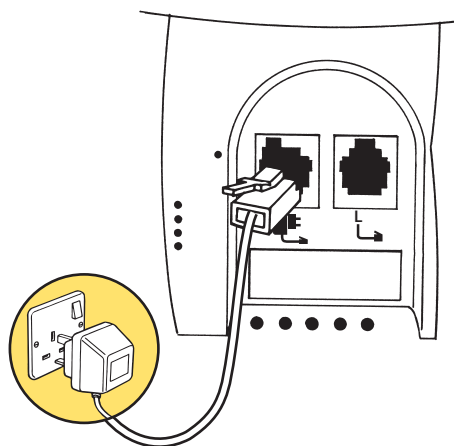
Position your Synergy 600 within 2 metres of a power socket and phone socket otherwise extension cables will be required.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

Do not place your Synergy 600 product in the bathroom or other humid areas.

### 1 Connect the power supply to the base

Plug the power supply cable into the power socket on the underside of your base.



Plug the power adaptor into the mains power socket and switch on. The green Power/In Use light comes on.

### Note

*The base station must be plugged into the mains power socket at all times.*

Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the battery pack is charged. Answering the phone before the battery pack is fully charged may prevent it from reaching its optimum capacity.

### Warning

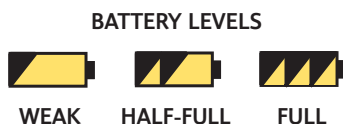
*Under no circumstances should a non-rechargeable battery pack be used. Only use the approved battery pack. Using an unapproved battery pack will invalidate your guarantee and may damage the telephone.*

## 2 Charge the handset battery pack for at least 16 hours

A battery pack is pre-installed within the handset.

Place the handset on the base station. The red charging light will come on. The battery symbol is shown on the display during charging. Leave to charge for at least 16 hours.

Once the handset is fully charged, the display shows a full battery symbol.



### Battery low warning

*If the handset battery symbol is empty and flashing, and you hear a warning beep every 10 seconds, you will need to recharge your handset before you can use it.*

### Helpline

*If you are experiencing difficulty, please call the Synergy Helpline on 0845 769 7146.*

### Battery performance

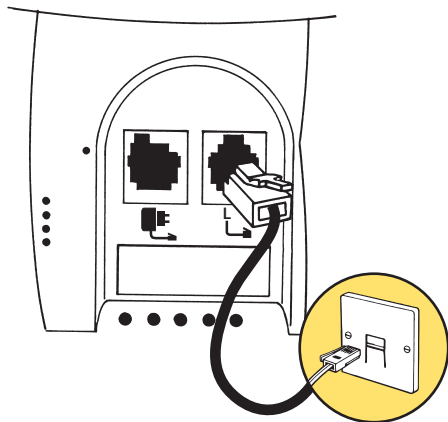
*The charge capacity of rechargeable battery packs will reduce with time as they wear out, so reducing talk/standby time of the handset. Eventually they will need to be replaced. New battery packs can be obtained from any BT Shop or from the Helpline on 0845 769 7146.*

*After charging your handset for the first time, subsequent charging time for the battery pack is approximately 6-8 hours a day. Battery pack and case may become warm during charging, this is normal.*

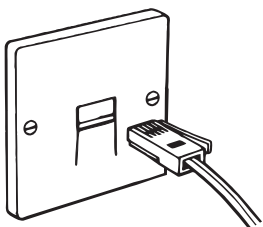
*Under ideal conditions, the handset battery pack should give about 12 hours talktime or 150 hours standby on a single charge. (This does not mean you can unplug the base station or leave it for this length of time without charge.)*

*Please note, however, that new NiCad battery packs do not reach full capacity until they have been in normal use for several days.*

- 3** Connect the telephone line cord to the base station (after charging handset)



- 4** Connect the telephone line cord



---

*Your Synergy 600 is now ready for use.*

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# Using the telephone

## To switch the handset on and off

Menu



Press *and hold* the ✓ button to switch the handset off.

Menu



To switch the handset on, press *and hold* the ✓ button again.

Security



(If you make a mistake, press the X button to remove the incorrect digit).

When you have entered the number correctly, press the **GREEN PHONE** button to dial the number.



## Making and receiving calls

### To make an external call



Press the **GREEN PHONE** button. You will hear the dial tone and the display will show the ☎<sup>EXT</sup> symbol.

KEYPAD

Enter the number you want.

*Or*

### Preparatory dialling

KEYPAD

Enter the number to be dialled.

The number is shown in the display.

## Call timer

Your handset will automatically time the duration of all external calls.

The handset display shows the call duration both during your call and for a few seconds after it is complete.

### To end a call



Press the **GREEN PHONE** button.

*Or*

Place the handset back on the base.

## To receive a call


When the phone rings the display will show **CALL** and the **EXT** symbol will flash.

Press the **GREEN PHONE** button to answer the call.

*Or*

If the handset is on the base, simply lift it up and speak.

## Note

The  symbol on your handset display indicates when you are in range of the base station. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base station.

*The handset has a range of up to 300 metres outdoors and up to 50 metres indoors (in ideal conditions).*

## To adjust the earpiece volume

*During a call:*

You can adjust the earpiece volume. There are 5 levels to choose from.

Press the **UP** or **DOWN** button until you reach the required level.

*In standby mode:*

Press the  button.

Press the **DOWN** button until **HANSET** is displayed.

Press the  button.

Press the **DOWN** button until **EAR VOL** is displayed.

Press the  button.

Press the **UP** or **DOWN** button until you reach the required level.

## Redial

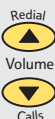
You can redial up to 5 of the last numbers called. They are stored in the redial list. If you have stored a name to go with a number in the phonebook, the name will be displayed instead. See phonebook, Page 12.

## Redial

Press the **UP** button to enter the redial list.

Continue pressing the **UP** button to view the next number in order of most recent first.

Press the **GREEN PHONE** button when the number (or name) you want to call is displayed. The number is dialled automatically.



## Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

### To switch secrecy on / off

Secrecy



During a call, press the **X** button. The display will show **MUTE**. Your caller cannot hear you.

Secrecy



Press the **X** button again to resume your call.

## Name and number and Phonebook

You can store up to 50 of your most frequently used names and numbers in the Phonebook. Stored numbers can be no longer than 20 digits.

### To store a name and number in the Phonebook

Menu



Press the **✓** button to enter the menu.

Menu



The display will show **PHONEBK**, press the **✓** button.

Menu



The display will show **ADD**, press the **✓** button.

KEYPAD

The display shows **NAME ?**

Enter the name using the letters on the keypad. Names can be no longer than 8 characters.

*Entering names:*

KEYPAD

Use the keypad letters to enter names, e.g. if you wish to store the name **TOM**:

To enter the letter **T**, press the **8** button once.

To enter **O**, press the **6** button *three times* and wait for the cursor to move across.

To enter **M**, press the **6** button once.

If you enter a digit incorrectly, press the **X** button to delete it.

Press **✓** to confirm the name. You will hear a confirmation beep.

KEYPAD

The display shows **NUMBER ?**

Enter the telephone number you want to store.

Press the **✓** button. You will hear a confirmation beep.

Press *and hold* the **X** button to return to the idle screen.

Menu



Secrecy



### Note

*Press the **1** button once to insert a space, press twice for a - (hyphen), press 3 times for the number 1.*

### To enter a pause in a stored number

You may want to enter a pause when storing international numbers, Charge card numbers or if you connect your telephone to a switchboard. (For more information on switchboard use *see page 32.*)

When storing the number, press *and hold* the **UP** button, until a P is displayed, at the point where you want to enter the Pause.

You may enter as many pauses as required.

### To dial a number from the Phonebook

Press the **PHONEBOOK** button to enter the phonebook.

Use the **UP** or **DOWN** button to find the entry you want.


*Or*


To search alphabetically, press the relevant keypad number, e.g. to find TOM, press the **8** button and scroll through the entries under T.

Press the **GREEN PHONE** button to dial the number of the name displayed. The number is dialled automatically.

### To edit Phonebook names and numbers

Press the  button to enter the menu.


The display will show **PHONEBK**, press the  button.

Use the **DOWN** button to scroll to **MODIFY** and press the  button.


Use the **UP** or **DOWN** button to find the name you want to edit.

Press the  button.

Use the **X** button to delete unwanted letters. You can enter new letters as shown above in '*Entering names*'.

Press  to store the new name. You will hear a confirmation beep.

The number will be displayed. Edit the entry, using the **X** button to delete and by entering new numbers.

Press the  button to store the new number. You will hear a confirmation beep.

Press *and hold* the **X** button to return to the idle screen.





### To delete a Phonebook name and number



Press the **✓** button to enter the menu.



The display will show **PHONEBK**, press the **✓** button.



Use the **DOWN** button to scroll to **DELETE** and press the **✓** button.



Use the **UP** and **DOWN** buttons to scroll through to the entry you want to delete.

When you have found the name to delete, press the **✓** button.



The number will be displayed, press the **✓** button.



The display will show **CONFIRM?**, press the **✓** button.

You will hear a confirmation beep. The number is now deleted.



Press and hold the **X** button to return to the idle screen.

### Paging handsets

You can alert handset users that they are wanted, or locate a missing handset. (Paging calls cannot be answered by a handset).

#### To page a handset from the base



Press the **PAGE** button on the base.

The handset(s) will ring.



To end paging, press the **PAGE** button again.

*Or*

Press any button on the handset.

The display will show **INT 0000** flashing.

#### Note

*You can scroll in either direction to search through the list.*


# Handset settings

## To switch keypad beeps on and off




Press the  button to enter the menu.




Use the **DOWN** button to scroll to **HANDSET** and press the  button.



The display will show **BEEP**, press the  button.



The display will show **KEYTONE**, press the  button.



Use the **UP** or **DOWN** button to select either **ON** or **OFF**.



Press the  button. You will hear a confirmation beep.


## To adjust the handset ringer volume

There are 5 levels to choose from (**1-5**), or you can turn the ringer off altogether.




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the  button.



Use the **DOWN** button to scroll to **RING VOL** and press the  button.




You will hear the current volume setting and it will be shown on the display.



Use the **UP** or **DOWN** button to select the required volume (**VOLUME 1-5** or **VOL OFF**). You will hear a sample ring.




Press the  button to confirm the new setting. You will hear a confirmation tone.

### To set the external or internal ringer melody

There are 5 melodies to choose from and you have the option to choose a different melody for external and internal calls.

Press the  button to enter the menu.


Use the **DOWN** button to scroll to **HANDSET** and press the  button.

Use the **DOWN** button to scroll to either **INT MEL** or **EXT MEL**.

Press the  button.

You will hear the current melody setting and it will be shown on the display.

Use the **UP** or **DOWN** button to select the required melody. You will hear a sample melody.

Press the  button to confirm the new melody. You will hear a confirmation tone.



Menu



Volume



Menu



Volume



Volume



Menu



Menu



Menu



Menu



Menu



Redial



Volume



Calls




Menu

### To switch auto-talk on/off

When the handset is on the base or the charging unit you can answer the call without pressing the **GREEN PHONE** button.


Press the  button.

Use the **DOWN** button to scroll to **HANDSET** and press the  button.

Use the **DOWN** button to scroll to **AUTO ANS**.

Press the  button.

Use the **UP** or **DOWN** button to turn **AUTO ANS ON** or **OFF**.

Press the  button to confirm.



Menu



Redial



Volume



Calls



Volume



Menu



Redial



Volume



Calls




Menu

## To name a handset


The handset name is pre-set as SYNERGY, however, you can personalise each handset by giving it a name.

Press the  button to enter the menu.

Use the **DOWN** button to scroll to **HANDSET** and press the  button.

Use the **DOWN** button to scroll to **NAME** and press the  button.

Press the **X** button to delete the name already set.


Enter the name you want using the keypad and press the  button, correct any mistakes by pressing the **X** button.


You will hear a confirmation beep.

## To set the handset language


If you wish, you can change the language used on the handset display. You can choose from English, Italian or French.

Press the  button to enter the menu.

Use the **DOWN** button to scroll to **HANDSET** and press the  button.

Use the **DOWN** button to scroll to **LANGUAGE** and press the  button.

Use the **UP** or **DOWN** button to scroll through the language options.

Press the  button to confirm your choice. You will hear a confirmation beep.

Menu



Calls

Menu



Calls

Menu



Security



KEYPAD



Menu



Security

Menu



Calls

Menu



Calls

Menu



Redial



Volume



Calls



Menu





# Base settings

## To adjust the base ringer volume


There are 5 levels to choose from (1-5), or you can turn the ringer off altogether.

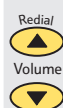
Press the  button to enter the menu.

Use the **DOWN** button to scroll to **SETUP** and press the  button.

The display will show **BASE VOL**. Press the  button.

Use the **UP** or **DOWN** button to select the required volume (**VOLUME 1-5** or **VOL OFF**). You will hear a sample ring.


Press the  button to confirm the new setting. You will hear a confirmation beep.




## To adjust the base ringer melody


There are 5 melodies to choose from (1-5)

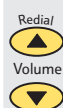
Press the  button to enter the menu.

Use the **DOWN** button to scroll to **SETUP** and press the  button.

Use the **DOWN** button to scroll to **BASE MEL** and press the  button.

Use the **UP** or **DOWN** button to select the required melody (**MELODY 1-5**). You will hear a sample melody.

Press the  button to confirm the new setting. You will hear a confirmation beep.





### To select a base station

If a handset is registered to more than one base station, you can select which base your handset will use.

For more information on registering your handset to another base, see page 25.

Press the  button to enter the menu.

Use the **DOWN** button to scroll to **SETUP** and press the  button.

Use the **DOWN** button to scroll to **SEL BASE** and press the  button.

Use the **UP** or **DOWN** button to select the base you want (BASE 1-4).


Press the  button. You will hear a confirmation beep.




### To change the base station PIN code

If you change the base station PIN, keep a record of the new number by writing it in the space provided on page 6. You will need to use your base station PIN for registering handsets and for some other optional settings.

Press the  button to enter the menu.

Use the **DOWN** button to scroll to **SETUP** and press the  button.

Use the **DOWN** button to scroll to **PIN CODE** and press the  button.

The display will show **PIN?**  
Enter your 4-digit PIN (original setting 0000).

Press the  button.

The display will show **NEW PIN**. Enter your new 4-digit PIN.

Press the  button.

The display will show **RETYPE**. Re-enter your new 4-digit PIN.

Press the  button. You will hear a confirmation beep.

Press *and hold* the **X** button to return to the idle screen.



KEYPAD



KEYPAD



KEYPAD



### To default/reset the handset and base to their original/default factory settings

Menu



Press the button to enter the menu.

Use the **DOWN** button to scroll to **SETUP** and press the button.

Calls

Menu



Use the **DOWN** button to scroll to **DEFAULT** and press the button.

KEYPAD

The display will show **PIN?**  
Enter the base PIN (original setting 0000)

Menu



Press the button.

You will hear a confirmation tone at the base and handset.

The handset display will go blank. Press the button to switch the handset back on.

Menu



### *This will reset:*

Earpiece volume	3
Handset & Base ring volume	3
Handset & Base melody	1
PIN code	0000
Handset name	HANDSET
Handset language	ENGLISH
Button beeps	ON
Battery low indicator beeps	ON
Out of range warning beeps	ON
Auto answer	ON
Dialling mode	DTMF
Pause after picking up line / dial-out code	3 seconds
Phonebook	Deleted
Redial list	Deleted
Calls list	Deleted

# BT Select Services

## Caller Display

### Important

*To use Caller Display you must first subscribe to your network provider's Caller Display Service.*

*For more information on BT's Select Services, call BT free on 0800 800 150.*

If you subscribe to a Caller Display Service you can see who is calling you on your handset display, as well as the time and date of their call.

If you have stored a name to go with the number in your handset phonebook, the name will be displayed instead.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the phonebook.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers on the list and copy them into the phonebook.

## Caller information not available

With some incoming calls the telephone number of the caller is not available and cannot therefore be displayed.

In this case, your Synergy 600 provides you with some explanatory information about the type of call received. This will be one of the following.

UNAVAILA

The number is unavailable.

WITHHELD

The caller has withheld their number.

RINGBACK

Ringback call.

OPERATOR

The call has been made via the operator.

PAYPHONE

The caller is ringing from a payphone.

INTERNAT

International call.

## Calls list

The Calls list contains the telephone numbers of your last 20 callers.

New calls in the Calls list are indicated by the flashing  symbol.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.



### To enter the Calls list



Press the **DOWN** button to enter the Calls list.



Volume



Calls



Menu



Menu

Use the **UP** or **DOWN** button to scroll backwards and forwards through the Calls list.

If the name of your caller is displayed, press the **✓** button and the number will be displayed.

Press the **✓** button and the time of the call will be displayed.

### To call back a number from the Calls list



Calls



Volume



Calls



Press the **DOWN** button to enter the Calls list.

Use the **UP** or **DOWN** button to scroll to the number.

When the name or number is displayed, press the **GREEN PHONE** button. The number will be dialled automatically.

### To store a number/name from the Calls list into the Phonebook



Calls

Press the **DOWN** button to enter the Calls list.



Volume



Calls



Menu



Menu



Menu



Menu



Menu

KEYPAD

Use the **UP** or **DOWN** button to scroll to the number you want.

When the number you want to store is displayed press the **✓** button.

The display shows the date and time of the call.

Press the **✓** button again, the display shows **ADD**.

Press the **✓** button, the display shows **NAME**.

Press keypad buttons to enter name as described before under the “*Entering names*” section.

### Note

*If necessary, you can edit the entry, when the entry is correct, press the **✓** button. The number is now stored in the phonebook.*



Menu

Press the **✓** button.

The name and number are now stored in the phonebook.

### Note

*Once stored in the phonebook the name will be deleted from the Calls list.*

### To delete a number from the Calls list



Calls

Press the **DOWN** button to enter the Calls list.



Redial

Volume



Calls

Use the **UP** or **DOWN** button to scroll to the number you want.



Menu



Redial

Volume



Calls



Menu

When the number you want to delete is displayed press the **✓** button two times, **ADD** will be displayed.

Use the **UP** or **DOWN** button to scroll to **DELETE** and press the **✓** button.

The number is deleted from the Calls list.

### Note

*If the number you want to delete is stored in the Phonebook only **DELETE** will be displayed.*

### To delete all numbers from the Calls list



Calls

Press the **DOWN** button to enter the Calls list.



Secrecy

Press the **X** button. The display will show **DEL ALL**.



Menu

Press the **✓** button. The display will show **EMPTY** for 2 seconds.

## Call Waiting

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

Instead of the engaged tone, the second caller will hear an announcement to hold on as you are aware that there is a second call.

### To use Call Waiting

You can answer the second call, without disconnecting your first caller, by pressing the **Recall** button. The first caller will be put on hold.

When you have spoken to the second caller you can return to the first caller by pressing the **Recall** button again. You can switch back and forth between the two calls without disconnecting either if you wish.

If you wish to disconnect the first call press the **GREEN PHONE** button after speaking to the first caller.



The handset will then ring.  
Press the **GREEN PHONE** button again and continue with the second caller.

The second caller will only be charged for their call from the moment you answer and not while they are waiting for your initial contact.

## Other services

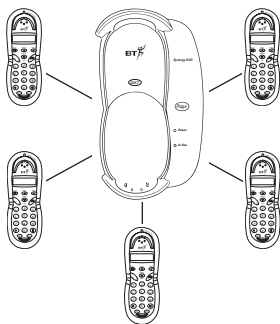
- Call my bill
- Call Barring\*
- Call Diversion\*
- Charge Advice
- Reminder Calls\*
- Three-way Calling
- Call Return 1471

\*A quarterly fee is chargeable for these services.

For more information about these Select Services, call BT on **Freephone 0800 800 150** for residential or **152** for business. If you are not on the BT network, please ask your telecommunications supplier for information on their services.

# Using additional handsets and bases

Up to 5 handsets can be registered and operated from any one Synergy 600 base. This allows you to make internal calls between two handsets while a third is making an external call.




Each handset can be registered on up to 4 bases.

Each additional handset you purchase must be registered with the base.

Your handset supplied is pre-registered as Handset 1 to its base (**Base 1**).

## Note

*Remember to charge the battery pack of new handsets for at least 16 hours before use.*

*If the display shows NOT SUB and the  symbol is flashing, your handset is not yet registered with the base.*

## To register a handset to another base

*At the base:*

Page

Press and hold the base **PAGE** button for at least 10 seconds, until you hear the validation tone (two beeps), then release the button.


*At the handset:*

Menu

Press the  button to enter the menu.

Down

Calls Menu

Use the **DOWN** button to scroll to **REGISTER** and press the  button.


The display will show BS 1 2 3 4. (The numbers that are flashing indicate other bases that the handset is already registered to).

KEYPAD


Enter the base number (**BS 1-4**) that you want to register the handset to.

KEYPAD

Menu

Enter your 4-digit PIN (original factory setting 0000) and press the  button.

The display will show SEARCH 1, 2, 3, 4 and the

 symbol will flash as the handset tries to locate the base. When the handset locates the base, the handset will be automatically selected and shown on the display.

(If the handset does not locate the base, the handset will return to the previous menu. Try to register again by using a different available base number. Ensure that you are in close vicinity of the base).

### Note

*Your 4 digit pin number is 0000 unless you have previously allocated a new pin number as explained on page 19.*

### To de-register a handset from the base


#### Note

*Handsets can only be de-registered via another handset.*




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.



Use the **DOWN** button to scroll to **DEL HS** and press the  button.



The display will show **PIN?**  
Enter your 4-digit PIN.

KEYPAD



Press the  button.




Use the **UP** or **DOWN** button to select the handset you want to de-register (**HANDSET 1-5**).



Press the  button. Display shows **CONFIRM?**.



Press . You will hear a confirmation beep.



Once de-registered, the handset will display **NOT REG**

## Internal calls

If you have multiple handsets registered to the base you can make internal calls between handsets.

### To make an internal call to another handset

Int.

Press the **INT** button.

Enter the number of the handset you wish to call, **(1-5)**. The handset will be called.

To end the call, press the **GREEN PHONE** button.

## Transferring calls

You can transfer an external call to another handset registered to the base.

### To transfer an external call between handsets

*During an external call:*

Int.

Press the **INT** button.

KEYPAD

Enter the number of the handset that you want to transfer the call to **(1-5)**.

Your caller will be put on hold.

When the internal handset is answered, (if you want to you can talk to the handset user first), press the **GREEN PHONE** button. The call will be transferred.

If the call to the second handset is not answered you can revert/speak to the caller again by pressing the **INT** button.

Int.

## Three-way conversation

You can talk to one external caller and another internal caller at the same time on your handset.

*During a call with an external caller:*

Int.

Press the **INT** button. Your caller is put on hold and you hear a tone.

KEYPAD

Enter the number of the handset you want to transfer the call to.

#

Conf

When the handset is answered, press and hold the **#** button for about 3 seconds. You can now start your three-way conversation. (If the internal handset user does not answer your call, press the **INT** button to return to your external caller).

Int.

Press the **GREEN PHONE** button to end the call.

### Note

*When on a three-way call the call can only be cleared by the handset which set it up.*

Press the **#** button to exit the call.

## Handset Priority

Menu



Press the **✓** button to enter the menu.



Calls



Use the **DOWN** button to scroll to **SETUP** and press the **✓** button.



Calls



Use the **DOWN** button to scroll to **PRIORITY** and press the **✓** button.



Calls

Use the **DOWN** button to scroll to **SELECT**.



Press the **✓** button.



Calls

Use the **DOWN** button to display the option you want, either **BASE** or the handset number you require, eg **HANDSET 3**.

Menu



Press the **✓** button. The display shows **RINGS** followed by a number between 1 and 9.



Calls

Use the **DOWN** button to scroll to the number of rings you require.

Menu



Press the **✓** button. **PRIORITY** is displayed, denoting that handset priority is on.

Menu



Press the **✓** button to confirm. The display shows **ON**.

# Help

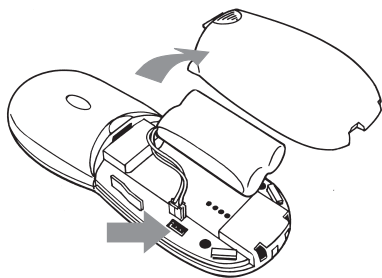
## Replacing the handset battery pack.

After a time, you may find that the handset battery pack is running out of charge more quickly. This is a standard sign of wear and the battery pack will need replacing.

For spare battery pack (Item Code 003267) please contact the Synergy 600 Helpline **0845 769 7146** or a BT Shop.

### Replacing the battery pack

*In the event that you should need to change or replace the battery pack: Unclip the battery compartment cover. Disconnect the small battery pack plug from inside the battery compartment. Connect the plug from your new battery pack and replace the battery compartment cover.*



Do not immerse the battery pack in water or throw it into a fire, or dispose of it with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your Synergy handset by using any other type of battery pack.

### No display appears.

The battery pack may be flat or dead. Recharge or replace the battery pack.

The handset may be switched off.

### No dial tone.

Is the telephone line cord plugged into the phone socket?

*Check that:*

- The base station is connected to the mains power and switched on.

### You cannot link up with the base station.

Is the display flashing  ?

The mains power cable may not be connected at the base or switched on.

Are you in range of the base station?

The battery pack could be low or flat.

If using more than one base station, check that you are connected to the correct base. *See page 19.*



**No ring on the handset.**

The ringer volume may be switched to off. To adjust the ringer volume on the handset. *See page 15.*

*Check that:*

- The base station is plugged into the phone socket.
- The base station is plugged into the mains power and switched on.

**Buzzing noise on my radio, TV, computer or hearing aid.**

Sometimes, your Synergy 600 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your Synergy 600 and other Synergy/DECT GAP compatible handsets at least one metre away from such appliances to avoid any risk of interference.

**The charger does not appear to be working.***Check that:*

- The power adaptor is properly plugged into the charger.
- Your handset has slotted correctly into the charger.
- The battery pack is correctly fitted into the handset.
- The base is plugged in to a working socket and that the socket is switched on.

Are you using the correct power adaptor?

Synergy 600 base station power supply is Item Code 872260.

**Cannot adjust an option in the base station.**

Is someone else making changes via another handset?

Have you pressed the ✓ button to confirm your selection?

*If you are still experiencing difficulty, call the Synergy 600 Helpline on 0845 769 7146.*

# General information

## Guarantee

Your Synergy 600 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Synergy 600, or any component thereof, (other than the battery pack), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

### The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover the battery pack and any faults or defects caused by accidents, misuse, fair wear and tear, neglect, storm damage, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

### Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 29, or contact the Synergy 600 Helpline for assistance:

Helpline **0845 769 7146**, 9am to 5.30pm Monday to Friday.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

### Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, TecLogic on 01672 564444 or a local qualified repairer.

### Instructions for returning the product:

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including line cords, power supply units, and the original

battery pack. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

## Technical information

### How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Synergy 600 has a REN of 1. A total REN of 4 is allowed, if the total REN of 4 is exceeded, the telephones may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Only use approved power supply, item code 872260.

Only use the approved battery pack, item code 003267.

## Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your service provider.

## Switchboard external line access code

You may need to enter an access code (e.g. 9) in order to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code.

## Recall

### To use the recall button


This is used when connected to certain switchboards and for some BT Select Services or those services available via your network provider.

## To set the dialling mode




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.



Use the **DOWN** button to scroll to **DIALMODE** and press the  button.



Use the **UP** or **DOWN** button to select either **TONE** or **PULSE**.



Press the  button. You will hear a confirmation beep.



## To automatically insert a pause after an access code

With some switchboards it may be helpful to dial a pause after entering the switchboard access code, e.g. 9, 11 etc. to enable you to get an outside line.

This feature automatically inserts a pause between the access code and the telephone number that you have entered in the Phonebook. However for this feature to work you must still enter the access code at the front of the telephone number when storing in the Phonebook.



Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP**.



Press the  button.



Use the **DOWN** button to scroll to **PABX**.




Press the  button.



Use the **DOWN** button to scroll to **PBX 1**.



Press the  button. Display shows **PIN?**. Enter PIN number.



Press the  button.



Enter the access code.



Press the  button.

*You can also adjust the length of the pause to be inserted:*



Press the  button.



Use the **DOWN** button to scroll to **SETUP**.



Press the  button.



Use the **DOWN** button to scroll to **PABX**.



Press the  button.



Use the **DOWN** button to scroll to **PAUSE**.



Display shows **3 SEC**.



Use the **DOWN** button to scroll to **5 SEC**.



Press the  button. You will hear a confirmation tone.



## Accessories and spares for the Synergy DECT Telephone range

Accessories and spares for your Synergy 600 are listed below.

All items are available from the Synergy Helpline on **0845 769 7146**.

- Adaptor
- Battery pack\*
- Battery cover
- User guide
- Line cord

\*Battery packs can also be obtained from The BT Shops.

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## **R&TTE**

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance.

Hereby, Suncorp Technologies, declares that this Synergy 600 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Synergy 600 is published on the web site

<http://www.suncorpotech.com/bt>





## Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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